SECTION VI

STATEMENT OF WORK

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A. GENERAL INFORMATION

This section contains the detailed statement of work that the Contractor is to perform in providing project management, administrative, and maintenance and operation (M & O) services for the hardware and software, as described in Section III, Current System; and Section V, Administrative Requirements for SFIS.

Bidders shall reproduce this section from the RFP to complete and submit to the State. The Bidder shall present this section as the first part of Proposal Volume 1, Part 3, Tab 3.1. Bidders shall provide a response to every requirement. A "No" response to a mandatory requirement or failure to respond to a requirement may be cause for rejection of the proposal.

Proposal responses to the RFP Statement of Work shall be completed as shown in the following example:

> **The Bidder shall comply with all of this SOW Requirement.**
>
> **YES ___X___**   **NO _____**

Instructions for the format of the responses to each of the Statement of Work requirements are as follows:

All requirements in Section VI, Statement of Work, are mandatory. The Bidder shall indicate "YES" which certifies the Contractor's commitment to perform each requirement under the direction of the SFIS State Project Manager or their designee while adhering to all specified standards and maintenance procedures as identified in each requirement. If the requirement specifies the use of specific tools such as software, the Bidder shall commit to providing the specific tool.

The Bidder has the option to provide any additional literature to support their responses to the requirements. The literature shall be placed in Volume 4, Literature.

For those detailed requirements in Section VI, Statement of Work, which may specify a deliverable, the Bidder is not required to submit the deliverable until after contract award. Instructions regarding the required format of responses to the Statement of Work are also described in this section.

B.   **SYSTEM REQUIREMENTS**

SOW Requirement #1 – System Databases and Digital Image Retrieval Subsystem (DIRS)

The Contractor shall provide copies to the State of all system databases and the contents of the Digital Image Retrieval Subsystem (DIRS) at the request of the State, and at no additional cost to the State.

- If the Contractor's proposal includes the use of backup software, the Contractor shall provide the State with a current version of the software, for the operating system requested by the State.

- If the Contractor elects not to use backup software, the database schema and flat file unloads for all tables shall be provided to the State for the system databases. The DIRS shall be presented in directory structure.

- The media type shall be identical to that currently being used by the Contractor for system backups.

- The compression of data is acceptable as long as the compression algorithm used results in no loss of data.

The Bidder shall comply with all of SOW Requirement #1.

YES _____   **NO** _____

SOW Requirement #2 – Equipment Obtainability

The Contractor shall submit to the State a list of equipment, including replacement parts provided to the State for SFIS, with manufacturer's and or distributor's contact information for each piece of equipment proposed. All devices shall be available within three (3) State work days of placing an order. Refer to sections on "Replacement Part Quantity" and "Replacement Part List" in Section III, Current System, for exact quantities to be kept on hand at maintenance locations.

The Bidder shall comply with all of SOW Requirement #2.

YES _____   **NO** _____

Submit the List of Equipment Contractors in Volume 1, Part 3, Tab 3.1

SOW Requirement #3 – Live Scan Equipment

Any proposed fingerprint scanner for SFIS shall be certified by the FBI or approved by the State Project Manager in writing. If the FBI certifies the scanner, it shall comply with the image quality specifications as set forth in the "Criminal Justice Information Services (CJIS) Electronic Fingerprint Transmission Specification, dated August 24, 1995, Appendix G – Interim IAFIS Image Quality Specifications For Scanners," developed by National Institute of Standards and Technology (NIST) in conjunction with the Federal Bureau of Investigation and the Department of Justice, document CJIS-RS-0010 (V4). Fingerprint scanners not Appendix G certified, but that are equivalent to, shall be approved by the State in writing prior to implementation. The Bidder shall provide the State with evidence that the proposed scanner is in compliance with Appendix G specifications. The proposed fingerprint scanner also shall be certified for use by the current AFIS provider, Motorola, Inc./Biometrics Business Unit (referred to as Printrak in this RFP, and formerly known as Printrak International, a Motorola Company).

The Bidder shall comply with all of SOW Requirement #3.

YES _____   **NO** _____

SOW Requirement #4 – System Restart Time-Frames

- End-to-End Downtime: SFIS shall permit complete shutdown of hardware and software and restart to full functionality within a one (1) hour period of time. This requirement can currently be performed within the timeframe specified.

- The Contractor shall provide back up databases, subsystems, and processes for each SFIS database, subsystem, and process which are mandatory for the full functionality of SFIS so that, in the event of a malfunction within any component or components of the Central Site system, SFIS can be restored to full operational status within four (4) hours of original system failure, with the exception of creating bins for the Printrak subsystem. This requirement can currently be performed within the timeframe specified.

The Bidder shall comply with all of SOW Requirement #4.

YES _____   **NO** _____

SOW Requirement #5 – Authorization of Changes to SFIS

The Contractor shall not make, or authorize any subcontractor to make, any changes to the SFIS application, subcontractor-provided software, database structure, or database values without prior written approval from the State Project Manager. This authorization is required for the production and training environments.

> **The Bidder shall comply with all of SOW Requirement #5.**
>
> **YES _____**   **NO _____**

SOW Requirement #6 – Changes to SFIS Application Source Code

- Changes made by the Contractor to SFIS application source code owned by the State shall be reviewed and accepted by the State Project Manager in writing, prior to implementation. SFIS application source code held in escrow is C language and PowerBuilder code developed under the initial SFIS Contract and addressed in Section III, Current System, Office Site Storage, and Application Software Configuration Management.

- SFIS application source code developed, maintained, and enhanced by the Contractor is a deliverable. Each time the SFIS application source code is changed by the Contractor, the Contractor shall provide the State within five (5) State work days of the changes an electronic copy of the newly altered source code. The Contractor and the State shall mutually agree upon the media and format to be used. Proprietary source code developed by the AFIS provider is excluded from this requirement.

- SFIS application source code shall conform to the source code standards contained in the current Configuration Management Plan.

> **The Bidder shall comply with all of SOW Requirement #6.**
>
> **YES _____**   **NO _____**

SOW Requirement #7 – SFIS Application Changes Test Process

The Contractor shall test all changes to the SFIS application code including code provided by the AFIS provider prior to any application code changes being implemented in SFIS. Test results shall be formally reviewed and approved by the State Project Manager in writing. Other Contractor tests such as performance tests shall be performed on an as needed basis as directed and approved by the State.

Testing by the Contractor shall be in compliance with the following standards, if applicable:

- IEEE Standard 1008-1987, Standard for Software Unit Testing;

- IEEE Standard 829-1998, Standard for Software Test Documentation;

- IEEE 1062-1998, Checklist A.7 -- Supplier Performance Standards / Acceptance Criteria; and

- IEEE 1062-1998, Checklist A.10 -- Software Evaluation.

The Bidder shall comply with all of SOW Requirement #7.

YES _____   **NO** _____

SOW Requirement #8 – Additional Load / Throughput Testing

The Contractor shall conduct load / throughput testing on SFIS at least annually on a date selected by the State's SFIS Project Manager. This testing can also be requested by the State on an ad hoc basis. The testing methodology shall receive prior written approval by the State Project Manager and shall not interfere with the SFIS production workload. Testing shall be supervised by the State. Following the test, the Contractor shall submit a load / throughput test report that details test results, follow-up activities, and recommendations for improvement. The test report is subject to approval by the State Project Manger in writing.

The Bidder shall comply with all of SOW Requirement #8.

YES _____   **NO** _____

C. FINGERPRINT REQUIREMENTS

SOW Requirement #9 – Fingerprint Quality Control Threshold

Contractor shall set the initial value and any subsequent changes to the SFIS Fingerprint Quality Control Threshold with the State Project Manager's prior written approval, and shall be enforced at the point of image entry and be adjustable system-wide from the system console.

The Bidder shall comply with all of SOW Requirement #9.

YES _____   NO _____

SOW Requirement #10 – Fingerprint Image Retention

The Contractor shall keep all SFIS fingerprint images that are entered into all input workstations, regardless of image quality. The Contractor may flag bad quality images, those with Check Image Quality (CIQ) scores of zero (0) and one (1), for non-matching, and to be recaptured upon subsequent visits by the client. The Contractor shall make all SFIS application and reporting changes to support this requirement. All changes shall be reported in writing to the State Project Manager within five (5) State work days of the change.

The Bidder shall comply with all of SOW Requirement #10.

YES _____   NO _____

SOW Requirement #11 – Reporting of Rejected Images

The Contractor shall provide a weekly report each week containing the number and percentage of rejected fingerprints for each State work day during the reporting period. This report is to include data for all images entered into SFIS Remote Input Workstations that are rejected due to bad quality.

The Bidder shall comply with all of SOW Requirement #11.

YES _____   NO _____

SOW Requirement #12 – Two-Finger OPEN SEARCH False Match Requirement

For all SFIS OPEN SEARCH requests where the search request is made with two (2) fingerprint images and there are two (2) corresponding fingerprint records with CIQ scores of zero (0) or greater in the database, the system shall not produce an incorrect match indication more than fifty (50) times per month regardless of volume or database size. The OPEN SEARCH false match rate shall be measured directly from the Matcher Subsystem (or equivalent) output with no review by an operator at any stage in the match process. Calculation of the false match rate shall be an average over a six (6) month rolling calendar. The SFIS false match rate shall be determined monthly or at other intervals specified by the State Project Manager throughout the life of the contract, and is independent of the SFIS database size.

The Bidder shall comply with all of SOW Requirement #12.

YES _____   NO _____

SOW Requirement #13 – Two-Finger OPEN SEARCH False Non-Match Requirement

For all SFIS OPEN SEARCH requests where the search request is made with two (2) fingerprint images and there are two (2) corresponding fingerprint records with CIQ scores of zero (0) or greater in the database, the system shall not produce an incorrect non-match indication more than three percent (3%) of the time. The OPEN SEARCH false non-match rate shall be measured directly from the Matcher Subsystem (or equivalent) output with no review by an operator at any stage in the match process. The Contractor shall provide the State Project Manager with a monthly report each month describing the OPEN SEARCH false non-match rate.

The Bidder shall comply with all of SOW Requirement #13.

YES _____   NO _____

SOW Requirement #14 – Two-Finger CLOSED SEARCH False Non-Match Requirement

For all SFIS CLOSED SEARCH requests where the search request is made with two (2) fingerprint images and there are two (2) corresponding fingerprint records with CIQ scores of zero (0) or greater in the database, the system shall not produce an incorrect non-match indication more than three percent (3%) of the time. The CLOSED SEARCH false non-match rate shall be measured directly from the Matcher Subsystem (or equivalent) output with no review by an operator at any stage in the match process. The false non-match rate shall be determined by the Contractor monthly or at other intervals specified by the State Project Manager throughout the life of the contract.

The Bidder shall comply with all of SOW Requirement #14.

YES _____   NO _____

SOW Requirement #15 – Continued SFIS Fingerprint Match Accuracy Testing

The State reserves the right to conduct SFIS Fingerprint Match Accuracy Tests at any time during the life of the contract, at no additional cost to the State. Fingerprint Match Tests shall be defined by the State and used to evaluate conformance to contractually bid accuracy levels. At any point during the SFIS contract, the State reserves the right to assemble and select the sample test images, design and/or write the test scripts and/or to operate or observe the SFIS Accuracy Tests.

SFIS match accuracy shall be tested by the State annually, or more often as determined by the State Project Manager. The State shall provide the fingerprint images used for testing. Test subjects shall be added to the SFIS production database under pseudo CINs. Test subjects shall be imaged throughout the year, at no less than thirty (30) day intervals between enrollment and test. After at least one hundred (100) search requests have been processed, search results shall be compiled and a false non-match accuracy rate determined. The State shall allow the Contractor to observe the testing process.

The Bidder shall comply with all of SOW Requirement #15.

YES _____   NO _____

SOW Requirement #16 – Verification of Unexpected Results

For SFIS, the Contractor's Verification Technicians shall find at least twelve (12) points of minutiae that are common to both images to confirm that fingerprints match. Fingerprints that appear to match, but with less than twelve (12) points of minutiae that are common to both images, shall be classified as inconclusive. Verification Technicians shall maintain an accuracy level of at least ninety-nine and one half percent (99.5%) of requests processed, as determined by the State. For this verification process, images that are classified as inconclusive, and confirmed inconclusive by the State Certified Fingerprint Examiner shall not be counted in the total number of searches. The Contractor shall provide the State Project Manager with a monthly report each month describing the Verification of Unexpected Results accuracy rate.

The Bidder shall comply with all of SOW Requirement #16.

YES _____   NO _____

SOW Requirement #17 – Data Interchange with Other Entities

At the State Project Manager's request, the Contractor shall cooperate with and assist the State in the implementation of cross matching fingerprint images with the fingerprint images maintained by other entities that use biometrics to detect duplicate aid fraud.

The Bidder shall comply with all of SOW Requirement #17.

YES _____   NO _____

D.   RESPONSE TIME REQUIREMENTS

SOW Requirement #18 – Open Search Response Time

SFIS Open Search response time is measured at the workstation and is defined as that time that elapses between the moment the operator selects TRANSMIT and the time that the search result is returned to the workstation and the search result is:

- Fully ready for viewing at the workstation; and

- Submitted to the print queue at the workstation's printer.

ALL SFIS PRIORITY OPEN SEARCH, as defined in Section III, Current System, match / no-match responses associated with the "Daily Application" workload shall be returned to the workstation transmitting the search data for display and print within an average of five (5) minutes (300 seconds) from the time the operator selects TRANSMIT to the time the match is complete and the system has submitted the match result to the print queue at the site that has requested the search.

To compute this average, the response time in seconds for all PRIORITY searches made in the day shall be totaled and divided by the number of PRIORITY searches made; the result of this calculation shall be equal to or less than three hundred (300) seconds.

All SFIS NON-PRIORITY OPEN SEARCH match / no-match responses associated with the "Daily Application" workload (NORMAL and CONVERSION searches) shall be returned to the workstation transmitting the search data for display and print within an average of two (2) hours (7200 seconds) from the time the operator selects TRANSMIT to the time the match is complete and the system has submitted the match result to the print queue at the site that has requested the search.

To compute this average, the response times in seconds for all NORMAL and CONVERSION searches made in the day shall be totaled and divided by the number of NORMAL and CONVERSION searches made; the result of this calculation shall be equal to or less than seven thousand two hundred (7200) seconds.

Any SFIS OPEN SEARCH match / no-match responses associated with the "Daily Application" workload (PRIORITY, NORMAL, and CONVERSION searches) that were transmitted to the Central Site later than 5PM Pacific Time shall be returned to the workstation transmitting the search data for display and print no later than 7AM Pacific Time the following day.

DTS network responsibility is for connectivity between the SFIS router at the remote site and the State router that connects to the Contractor's router forming the isolation LAN at the Central Site. Any failure of connectivity within the DTS responsibility area listed above, that may cause a delay in meeting the required response times, shall not be counted against the Contractor.

The Bidder shall comply with all of SOW Requirement #18.

   YES _____   **NO** _____

SOW Requirement #19 – Response Time Reporting

The Contractor shall provide the State Project Manager a monthly SFIS response time report, each month. The report shall address response times at remotely located workstations, and the Central Site. Response time requirements are found in SOW Requirement #18 above.

The Bidder shall comply with all of SOW Requirement #19.

   YES _____   **NO** _____

E.   TECHNOLOGY REFRESHMENT REQUIREMENTS

SOW Requirement #20 – Capacity Planning

The Contractor shall provide the State Project Manager an annual report that describes the current capacity for all remotely located workstations and Central Site hardware components. For SFIS, the report shall detail the capacity of each hardware component, and how much of that capacity is being consumed. This report shall be used to assist in preparation of the annual Technology Refreshment Plan.

> **The Bidder shall comply with all of SOW Requirement #20.**
>
>   **YES _____**   **NO _____**

SOW Requirement #21 – Technology Refreshment

Each Contract year, the Contractor shall hold a SFIS Technology Review Meeting with both State and Contractor staff attending. The meeting agenda shall address at a minimum ongoing support for all products and services used by SFIS including the following items:

- The operational status of all providers of SFIS hardware and software components with their support plans for their product or product line. This is to assure that support for all SFIS components shall be readily obtainable and supported by their respective providers;

- The availability of hardware and software upgrades and expansion hardware;

- Changes to fingerprint standards and best practices;

- Any upgrade or migration paths the Contractor has defined; and

- Continued software and hardware the Contractor supports on all SFIS platforms.

The Contractor shall produce a SFIS Technology Refreshment Plan for the next Contract year within thirty (30) State work days following the SFIS Technology Review Meeting. The objective of the SFIS Technology Refreshment Plan is to ensure that all components used in SFIS are currently supported by their manufacturer or developer, and that SFIS complies with all current applicable fingerprint standards. The first Technology Refreshment Plan shall be completed by the Contractor and approved by the State in writing within the first Contract year. The first Technology Refreshment Plan shall be executed and completed by the Contractor in the second Contract year, and shall be reviewed and accepted by the

State Project Manager in writing. The second SFIS Technology Refreshment Plan shall be produced by the Contractor thirty (30) State work days following the SFIS Technology Review Meeting in the second Contract year. The Second Technology Refreshment Plan shall be executed and completed by the Contractor in the third Contract year, and shall be reviewed and accepted by the State Project Manager in writing. Each year of the contract the Contractor shall complete a new Technology Refreshment Plan for written approval by the State Project Manager. The Technology Refreshment Plans shall be executed in the contract years following approval of the Plans by the State, except for the final Contract year. SFIS Technology Refreshment Plans shall describe the Contractor's plans to assure that:

- All SFIS Central Site and Remote Workstation hardware components are currently marketed, are still being manufactured, and supported, by the manufacturer;

- All SFIS software including operating systems, database management systems, and compilers are currently marketed, and supported, by their developer; and

- SFIS complies with all current applicable fingerprint standards and best practices.

The Contractor shall implement and complete the first SFIS Technology Refreshment Plan in the contract year following the State Project Manager's approval of the plan. Implementation of the SFIS Technology Refreshment Plan by the Contractor shall not interfere in any way with SFIS production or training activities.

The SFIS Technology Refreshment Plan accepted in writing by the State in the fourth (4th) contract year shall include replacement of Central Site and remote workstation hardware and software, unless new Central Site hardware and software was installed by the Contractor during previous contract years. Central Site hardware and software shall be refreshed in the fifth (5th) contract year, unless new Central Site hardware and software was installed by the Contractor during previous contract years. If the State exercises the optional contract extension years, installation of the new remote workstation hardware shall be at dates determined by the State. If the State chooses not to exercise the optional contract extension years, the Contractor shall refresh only Central Site hardware and software. The replacement Central Site and remote workstation hardware and software shall be of equivalent or greater capacity, speed, and functionality as the hardware and software that it replaces. There shall be no additional charge to the State for this replacement hardware and software.

The Technology Refreshment Plans shall include storage by the Contractor of BMP fingerprint images in the "Biometric Specific Memory Block" of the Common Biometric Exchange File Format (CBEFF), as currently defined in NIST "Common Biometric Exchange File Format (CBEFF)", January 3, 2001, NISTIR 6529 or the most recent ANSI/NIST version of CBEFF. The Contractor shall make provision in the CBEFF maintenance system for the future inclusion of minutiae files in the SFIS CBEFF files using the emerging ISO/IEC 19794-2 standard. The CBEFF GUID (global unique identifier) in each record shall correspond with the CIN and data shall be entered in the data creation date and quality fields. The records shall be encrypted using a standard technique (such as AES or asymmetric keys) to be specified by the State Project Manager. The State shall have full access to and ownership of all encryption / decryption software and keys.

At least some Contractor personnel implementing the SFIS Technology Refreshment Plans shall have previous experience in implementing the technologies in similar environments. For example, if a new version of Windows software shall be implemented, Contractor personnel shall have experience implementing the new version for another customer of the Contractor. The State envisions that the Contractor shall take advantage of Contractor subject matter experts to implement SFIS Technology Refreshment Plan components. Contractor staff assigned to SFIS production operations such as Help Desk Agents, Operation Technicians, and Verification Technicians may participate in implementation of the SFIS Technology Refreshment Plan, but SFIS production operations and training shall not be disrupted in any way. See Section V. Administrative Requirement #17, Additional Staffing Requirements, for additional detail.

> **The Bidder shall comply with all of SOW Requirement 21.**
>
> **YES _____**   **NO _____**

SOW Requirement #22 – Raw Image (Bitmap) Retrieval and Storage Plan

The Contractor shall prepare, provide to the State, and implement a State Project Manager approved plan for raw SFIS fingerprint image retrieval and storage. The SFIS Raw Image Retrieval and Storage Plan is a contract deliverable and shall be accepted in writing by the State Project Manager before the Plan is executed. The SFIS Raw Image Retrieval and Storage Plan shall ensure that all raw fingerprint images are gathered from the remote workstations in a timely manner and stored in an accurate and organized method. The Plan is to ensure that migration to emerging fingerprint standards or another AFIS can be easily and rapidly accomplished, if required. The SFIS Raw Image Retrieval and Storage Plan shall describe the Contractor's plans to assure that:

- The raw fingerprint images (bitmap files) generated by the capture process, shall be retrieved and stored in an unaltered state.

- For each pair of prints, the raw images in the proposed storage system shall be the same images used in the extraction of the feature to the extracted files being used by the AFIS matching subsystem.

- Retrieval of raw images shall be completed while the workstation is idle.

- Transfer of raw images shall not interfere with production or training activities.

- Transfer of raw images shall not exceed the State's minimum Committed Information Rate (CIR) of 48k.

- Raw fingerprint images replaced due to improved quality shall be off-loaded to tape backup.

- The Plan shall be completed by the Contractor and accepted in writing by the State within the first contract year. Organization and storage of already existing raw images shall be completed within one (1) year from the State Project Manager's approval of the Plan.

- Reorganization of and how to access the raw images shall be completely documented by the Contractor and included in the SFIS System Operation and Support Plan (SOSP) deliverable. The current contents of the SOSP are described in Section III, Current System, Documentation Requirements.

The Bidder shall comply with all of SOW Requirement #22.

YES _____   **NO _____**

F.   TRANSITION-IN REQUIREMENTS

The Contractor shall be provided a Transition-In Period. This Transition-In Period is to allow for the smooth transition of SFIS M & O responsibilities from one contractor to another, or services under the existing contract to services under the new contract. During this transition the Contractor shall be provided the following:

- Current copy of the Transfer Plan developed under the current contract.

- Current copies of all System and User Documentation.

- Source Code for all components of the SFIS application except the AFIS proprietary fingerprint matching software, and other proprietary software.

- System Functional and Technical overviews and related training materials.

- Instruction related to the operation of the existing SFIS and application.

- Overview of all SFIS modifications in progress.

Electronic Data Systems (EDS), the current M & O Contractor, is required to provide "exit" transition support for the Transition-In Period. In addition to the above listing, the current Contractor shall continue normal SFIS M & O activities. The current Contractor's transition support staff is required to stay on-site and at a minimum shall include the following staff:

- Project Manager;

- Operation Technicians;

- Systems Engineers;

- Data Base Administrator;

- Help Desk Staff; and

- Verification Technicians.

It shall be the responsibility of the Contractor for this RFP to immediately make available technical and system experts as well as management staff. Refer to Section V, Administrative Requirements, Subsection B, Staff Requirements, for minimum staffing participation during the Transition-In Period. During the Transition-In Period, the Contractor for this RFP shall be required to submit SFIS Change Requests / Change Orders, if required and agreed to jointly by the State Project Manager and the Contractor Project Manager. The Contractor shall be required to submit DEDs as necessary to the SFIS State Project Manager, or their designee, during this period for review, revisions and final approval and signature.

SOW Requirement #23 – Transition-In Plan

The Transition-In Period is for the new SFIS Contractor to fully assume operational and management control of SFIS. The Bidder shall provide a detailed Transition-In Plan as part of their proposal, using the SFIS Transfer Plan as a model. All elements of the Transition-In Plan, unless they are marked "if required", shall be present in the Transition-In Plan for this requirement to be met. The Transition-In Plan shall contain the following:

- Transition-In schedule including tasks, responsible parties, and expected completion dates.

- An organizational chart indicating the number of staff for the Transition-In Period and the placement of those Staff Members.

- Staff Loading Schedule (by week and classification).

- Indicate skills and qualifications of each staff member. The Contractor may reference resumes submitted with the proposal.

- During the Transition-In Period the new Contractor shall review all SFIS application code written in C Language and PowerBuilder and make changes where necessary such that all SFIS application computer code is in conformance with SFIS standards; these standards are described in the SFIS Configuration Management Plan.

- Installation of all Central Site hardware and software, if required. All Central Site Hardware shall be from the same manufacturers as the current Central Site hardware unless these manufacturers have ceased doing business. The Bidder shall propose Central Site hardware of equivalent or greater capacity, performance, and functionality as the hardware that it replaces. All Central Site operating system software shall be either HP-UX or Windows. All Central Site hardware and software used for SFIS shall be completely operational at the conclusion of the Transition-In Period.

- Central Site operational procedure changes, if required.

- Installation of new remote workstation hardware and software. The new remote workstation hardware shall be of equivalent or greater capacity and functionality as the hardware that it replaces. Remote workstation operating system software shall be a currently supported version of Windows. There shall be no additional charge to the State for this new hardware. All remote workstation hardware and software used for SFIS shall be completely operational at the conclusion of the Transition-In Period.

- Acquisition of a training facility in Los Angeles County. This facility shall accommodate a minimum of twelve (12) students and seven (7) SFIS Client Input Workstations. The hardware for this training facility shall be installed and fully operational at the conclusion of the Transition-In Period. The State shall be responsible for installation of a DS1 circuit with a minimum CIR of 336K, CSU/DSU, router and hub.

- De-installation and disposal of current remote workstation hardware and software.

- The changes required to support the fingerprint scanner, and the Bidder's approach to maintaining fingerprint image match accuracy at the same level as the current system.

- Database changes, if required.

- System software changes, if required including:

  o Operating systems.
  o Compliers.
  o Central Site and remote workstation utilities.
  o Printrak software.
  o Database management systems.

- Documentation changes, if required.

- Description of State responsibilities for Transition-In.

- Destruction and processing of confidential data in conformance with the State Administrative Manual.

- The Transition-In Plan shall be accepted by the State Project Manager in writing, following SFIS Contract award and be completely implemented by the new Contractor by the end of the Transition-In Period without any disruption in SFIS service as determined by the State.

The Bidder shall comply with all of SOW Requirement #23.

YES **_____**   **NO** **_____**

Submit the Transition-In Plan in Volume 1, Part 3, Tab 3.2

SOW Requirement #24 – Transition-In Period Accelerated Schedule

The Transition-In Plan shall be fully implemented and all transition activities completed no later than six (6) months after the Contractor Start Work Date.

If the Bidder elects to propose a shorter time period for Transition-In and takeover of SFIS (accelerated schedule) the Bidder will be awarded points for the shorter Transition-In period as specified in Section IX, Evaluation and Selection, Subsection Transition-In Period Accelerated Schedule.

The Transition-In Plan and transition schedule specified by the bidder are material terms of the Contract and the failure to complete Transition-In in the time specified shall be a material breach for the Contract.

The Bidder shall comply with all of SOW Requirement #24.

YES _____   **NO** _____

SOW Requirement #25 – Contingency Plan

The Contractor shall deliver a Written Contingency Plan for SFIS in accordance with the Transition-In Plan schedule. This plan shall document the actions the Contractor will take to provide for continued SFIS operations in the event of a major disruption or failure of SFIS during or immediately following implementation. This is not equivalent to the disaster recovery plan; the assumption in this case is that the major disruption or failure is due to the implementation of the new system.

This plan shall document the Contractor's and State's role, responsibility, and resource requirements.

The Contingency Plan shall be submitted by the Contractor during the Transition-In Period and be approved by the State Project Manager.

The Bidder shall comply with all of SOW Requirement #25.

YES _____   **NO** _____

SOW Requirement #26 – Data Migration

The Contractor shall migrate all welfare client data records to their SFIS hardware, if the Contractor's hardware is different from the existing SFIS hardware. Such records shall include fingerprint images, color photo, and related demographic information. Conversion shall include all existing fingerprint image records in the production, test, and training environments. As of October 15, 2005, there were approximately three point five (3.5) million total client records.

The Contractor shall be required to provide all additional hardware, software, and appropriate staff to assure prompt and accurate conversion of current data to the Contractors' system. Conversion activities including additional hardware, software,

or staff shall be at no additional cost to the State. Conversion shall be observed, completed, tested, and approved by the State Project Manager within the first four (4) months of the Transition-In Period. At the completion of the data conversion, any additional hardware and software that was utilized for this purpose shall be removed.

The Bidder shall comply with all of SOW Requirement #26.

YES _____   NO _____

SOW Requirement #27 – System Acceptance Testing

The Contractor shall conduct system testing of any new hardware or software provided by Contractor to operate SFIS as a part of SFIS implementation. System Acceptance Testing shall be conducted by the Contractor operating the Contractor's proposed system on a small scale, and work with the old Contractor to identify and correct possible SFIS application, hardware, and network problems. The Contractor shall correct SFIS application and hardware problems, and network problems if the network problems occur on Contractor-owned network equipment. The new SFIS shall run in parallel to the current Contractor production environment.

The Contractor shall install the Central Site equipment and install workstations at SFIS County Welfare Offices specified by the State Project Manager within the first three (3) months of the Transition-In Period. The individual implementation dates for each site shall be scheduled by the State Project Manager. The Central Site and all specified sites shall be operational within the first four (4) months of the Transition-In Period. System Acceptance workstation installations shall be located in or close to Sacramento County.

The System Acceptance Testing shall be a minimum one (1) calendar month in duration.

The System Acceptance Testing shall examine the system functionality, response time capabilities, workstation and Central Site availability, full workload conditions, and matching accuracy of the system. The Contractor shall meet all applicable requirements as specified in Section III, Current System; Section V, Administrative Requirements; and Section VI, Statement of Work of the RFP for successful completion of System Acceptance Testing.

The State reserves the right to waive the System Acceptance Testing.

The Bidder shall comply with all of SOW Requirement #27.

YES _____   NO _____

G.   MAINTENANCE REQUIREMENTS

SOW Requirement #28 – Remote Site Maintenance of Equipment

The Contractor is responsible for providing maintenance of all remotely located, SFIS Contractor provided, equipment. The equipment includes, but is not limited to the following items:

- All SFIS workstations (Desktops and Portables).

- All peripheral devices attached to the workstations (Patch cables, monitors, keyboards, mice, printers, scanners, cameras, etc.).

- All non-PC equipment provided by the Contractor (Camera tripods, backdrops, security cables, locks, etc.).

The hubs and power cords shall be provided to the Contractor by the State. The Contractor shall be responsible for forwarding the equipment to the proper maintenance site. Managed hubs shall be installed in a non-configured state. State personnel shall go to the county sites and configure the hubs at their convenience. The Contractor shall be responsible for replacing the network equipment listed below:

- Patch Cables from the Ethernet port on State router to the SFIS Hub.

- The managed hub and all patch cables attached to it.

- The power cords and surge protectors.

The Contractor is NOT responsible for the following:

- County installed wiring.

- Telecommunications provider wiring or devices / equipment.

- State provided router, CSU/DSU, power cords, or cabling connecting the router serial port to the DMARC provided by the telecommunications provider.

The Bidder shall comply with all of SOW Requirement #28.

> **YES _____**   **NO _____**

SOW Requirement #29 – Workstation Availability

The minimum requirement for Workstation Availability is ninety-eight and one half percent (98.5%). If the Bidder elects to bid a Workstation Availability level greater than ninety-eight and one half percent (98.5%), the Bidder will be awarded points for the higher level and the Bidder will be contractually obligated to maintain the higher availability level for the term of the Contract. Details of scoring may be found in Subsection Workstation Availability, Section IX, Evaluation and Selection. The contractor shall provide the State with a monthly report each month to verify that workstation availability has been met.

The Bidder shall comply with all of SOW Requirement #29.

YES _____   **NO** _____

SOW Requirement #30 – Workstation Downtime

The following conditions are considered as one hundred percent (100%) of the Workstation being down and count as one (1) Downtime Hour or fraction thereof for each hour or fraction thereof that the condition continues:

- Failure or malfunction of any functionality, hardware or software normally available from the workstation, for example Flashbus Cards, drivers or modules etc.

- Failure or malfunction of any Contractor-supplied communications equipment at the remote site workstation that causes the failure of communications between the workstation and the Central Site.

- Failure or malfunction of the Live Scan device (if one is attached to the workstation); this shall include but not be limited to, any Live Scan Device that does NOT pass the Scanner Diagnostics Test.

- Failure or malfunction of the Photo capture camera (if one is attached to the workstation) this shall include but not be limited to the light dimmer switch.

- Failure or malfunction of the workstation printer shall be considered as fifty percent (50%) of the Remote or Central Site Workstation being down and shall count as one-half (1/2) Downtime Hour or fraction thereof for each hour or fraction that the condition continues.

The Bidder shall comply with all of SOW Requirement #30.

YES _____   **NO** _____

SOW Requirement #31 – Portable Input Workstation Maintenance

Portable Input Workstations are located at various locations within the counties. Some Portable Input Workstations are utilized at multiple locations within a county. The Contractor shall provide a plan to ensure all Portable Input Workstations are maintained and serviced on a semi-annual basis at a pre-determined site.

When a new release is scheduled for desktop workstations, all Portable Input Workstations shall be upgraded with the new release within two (2) weeks of the scheduled release to desktop workstations.

When a problem with the Portable Input Workstations is identified, all efforts to resolve the issue shall be made immediately.

Portable Input Workstations have the same downtime guidelines as desktop workstations.

Each county has an E Level ID that shall allow them to access the Portable Input Workstations and add / remove workers. If these ID's are forgotten or a new Coordinator is assigned etc., at that point a maintenance representative shall be required to go to the site and reset the E Level ID and/or password. This shall be considered Portable Input Workstations maintenance.

NOTE: All Portable Input Workstations leased directly to the counties shall be maintained as described above with the exception of Downtime. Downtime shall not be counted for or against during Workstation Availability calculations on any directly leased equipment.

A Portable Workstation Maintenance Plan describing how this requirement shall be submitted by the Contractor to the State during the first contract year for review and is subject to approval in writing by the State Project Manager prior to implementation of the Plan.

The Bidder shall comply with all of SOW Requirement #31.

YES _____   **NO** _____

H.   DOCUMENTATION REQUIREMENTS

SOW Requirement #32 – Deliverable Documents

The Contractor shall provide to the State regular revisions to SFIS Project documentation deliverables. The revisions shall occur as required by the SFIS CCB or at least annually.   The State Project Manager shall approve all deliverable documents and revisions to deliverable documents are subject to the State Project Manager's approval in writing. Document deliverables include but are not limited to:

- List of Equipment Contractors.

- Master Route List.

- Promotional Brochures.

- SFIS Fingerprint Database Quality Assessment.

- SFIS Capacity Planning Report.

- SFIS Configuration Management Plan.

- Deliverable Process Document.

- SFIS Disaster Recovery Plan. Each contract year the Contractor shall test the Disaster Recovery Plan and submit a detailed report describing testing activities, results, and recommendations. These reports shall be included in the annual update to the Disaster Recovery Plan.

- SFIS Help Desk Knowledgebase.

- SFIS Help Desk Plan.

- SFIS List of Hardware and Software.

- SFIS Quality Assurance Plan.

- SFIS Portable Workstation Maintenance Plan.

- SFIS Security Assessment.

- SFIS System Design Document (SDD).

- SFIS System Operation and Support Plan (SOSP). The SOSP shall have an appendix containing the contract documents that exist between the Contractor and the Subcontractors without any dollar amounts.

- SFIS Technology Refreshment Plan.

- SFIS Testing Approach Document.

- SFIS Transfer Plan.

The Bidder shall comply with all of SOW Requirement #32.

YES _____   **NO** _____

SOW Requirement #33 – Deliverable Processes

For all deliverables or revisions to deliverables to be provided to the State by the Contractor, the Contractor shall prepare a Deliverable Expectations Document (DED). A sample DED may be found in the Bidder's Library. The DED shall be provided to the State for prior review and approval, and implementation of the DED is subject to the State Project Manager's approval in writing. The DED shall include the following:

- Record of Changes.
  o Change Number.
  o Brief Description of Change (include page numbers).
  o Date of Change.
  o Responsible Party.

- Project Management Considerations:
  o Scope — Scope consists of one or more paragraphs defining the purpose and/or charter of the deliverable. It defines what the deliverable includes and does not include.
  o Approach.
  o Specifications — Specifications lists the specific requirements that are essential for this deliverable.
  o Work Product Format — Work Product Format identifies required documents and their templates / outline, if possible.
  o Schedule — Schedule identifies planned start and end dates for major milestones / deadlines of the deliverable. The Contractor shall propose deliverable review and resolve periods for each deliverable. This shall include time for State review, consolidation of comments, Contractor response to comments, and joint resolution of issues arising from the comments. The deliverable review time shall also include an estimate of the size (in pages) of deliverables along with some assessment of technical difficulty of review.
  o Resources — Resources identifies roles and/or special responsibilities or skills needed during the life-cycle of this deliverable.
  o Risk — Risk identifies risk items that are associated with this deliverable.
  o Communication — Communication identifies formal communication items that are associated with this deliverable.

o Financial — Financial identifies the sharing arrangement, claiming categories, whether or not payment is to be advanced, planned date of invoice, and invoicing considerations.

o Quality Assurance — Quality Assurance identifies lessons learned from past deliverables and pertinent to this deliverable.

o Contractual References — Contractual References identify requirements within the Contract that tie to the deliverable. The PMO / QA shall assist in determining the appropriate entries.

- Technical Considerations:
  o Capacity Planning — Capacity Planning identifies capacity planning considerations pertinent to this deliverable.
  o Performance — Performance identifies system performance considerations pertinent to this deliverable.

Contractor may not begin work on a deliverable until the State Project Manager has approved the DED. Upon State Project Manager approval of a DED, the Contractor shall begin work on the deliverable or revision to the deliverable.

The Bidder shall comply with all of SOW Requirement #33.

YES _____   **NO _____**

SOW Requirement #34 – Deliverable Process Document

The Contractor shall provide a document describing the process that the Contractor and State shall use to prepare, review, and accept deliverables. The Deliverable Process Document shall be modeled on information found in the Deliverable Review Plan found in the Bidder's Library. This document shall include the use of DEDs and Deliverable Document Evaluations (DDE). The DDE is prepared by the State and includes:

- Submission Type:
  o Draft.
  o Update.
  o Final.

- Accepted:
  o Yes — A signature block is included to indicate the SFIS Project Manager's approval of the deliverable.
  o Conditional.
  o No.

- Action Required.

- Summary Evaluation.

- Recommended Changes and Comments.

The Deliverable Process Document shall be submitted by the Contractor to the State Project Manager for review and written approval during the first contract year.

The Bidder shall comply with all of SOW Requirement #34.

YES _____   NO _____

SOW Requirement #35 – Business Process Documentation

All business processes used by the Contractor to support SFIS M & O shall be documented in SFIS document deliverables.

The Bidder shall comply with all of SOW Requirement #35.

YES _____   NO _____

SOW Requirement #36 – List of Computer Hardware and Software

The Contractor shall list and describe all hardware equipment and software used in the performance of the Contract including but not limited to servers, personal computer workstations, printers, software, and any peripheral devices; all of these components shall be present in the List of Computer Hardware and Software for this requirement to be met. The list shall be submitted by the Contractor to the State as part of their proposal. All components on the list shall be currently supported by their respective manufacturer or developer. The list shall be submitted by the Contractor to the State as part of their proposal.

The Bidder shall comply with all of SOW Requirement #36.

YES _____   NO _____

Submit the List of Computer Hardware and Software in Volume 1, Part 3, Tab 3.3

SOW Requirement #37 – SFIS Fingerprint Database Quality Assessment

The Contractor shall submit a report to the State from the current AFIS subsystem provider (Printrak) assessing the current quality of fingerprints stored in the SFIS fingerprint database. A representative of the AFIS subsystem provider shall make a formal presentation of results to the State's SFIS management and staff. The report and presentation shall also include recommendations for improvement in the database quality. The report and presentation shall be made annually beginning in the first year of the contract and concluding in the final contract year.

The Bidder shall comply with all of SOW Requirement #37.

YES _____   **NO _____**

SOW Requirement #38 – Process Improvement Methodology

The Contractor shall provide to the State Project Manager a written Process Improvement Methodology that takes into consideration ISO/IEC 15504-4:2004 Information Technology – Process Assessment – Part 4: Guidance for use on process improvement and process capability determination. The Process Improvement Methodology shall be submitted by the Contractor during the first contract year and is subject to the State Project Manager's review and approval in writing.

The Bidder shall comply with all of SOW Requirement #38.

YES _____   **NO _____**

SOW Requirement #39 – Configuration Management (CM) Plan

The Contractor shall provide a Configuration Management Plan consistent with IEEE Standard 828-2005 Standard for Software Configuration Management Plans, ANSI/EIA-649-A 2004 National Consensus Standard for Configuration Management, and the current SFIS Configuration Management Plan. The plan shall clearly delineate the process to be followed when addressing a required change, and include a semi-annual review and audit cycle to validate the implemented process. The Configuration Management Plan shall be submitted by the Contractor during the first contract year and shall be revised by the Contractor as required by the State. The Configuration Management Plan is subject to State Project Manager review and approval in writing.

The Bidder shall comply with all of SOW Requirement #39.

YES _____   NO _____

SOW Requirement #40 – Testing Approach Document

The Contractor shall provide to the State Project Manager a document describing the proposed Testing Approach that can be used by the SFIS to evaluate the Contractor's knowledge of, and intended approach to, testing. The Testing Approach Document, where applicable shall be based on:

- IEEE Standard 1008-1987, Standard for Software Unit Testing;

- IEEE Standard 829-1998, Standard for Software Test Documentation;

- IEEE 1062-1998, Checklist A.7 -- Supplier Performance Standards / Acceptance Criteria; and

- IEEE 1062-1998, Checklist A.10 -- Software Evaluation.

The Testing Approach Document shall include a detailed description of the Contractor's practice regarding the following:

- Unit Testing;

- Function Testing;

- System / Integration Testing;

- Regression Testing;

- User Acceptance Testing with SFIS end users; and

- Proposed approach for documenting testing components (e.g., test procedures, test cases, test results, etc.).

Fingerprint accuracy testing shall be excluded from the Testing Approach Document. The Testing Approach Document is a Contract deliverable and shall be submitted by the Contractor to the State Project Manager during the first contract year. The Testing Approach Document is a Contract deliverable subject to the State Project Manager's review and approval prior to implementation by the Contractor.

The Bidder shall comply with all of SOW Requirement #40.

YES _____   NO _____

SOW Requirement #41 – Disaster Recovery Plan Updates and Tests

- The Contractor shall revise and update the existing Disaster Recovery Plan annually to ensure that all information in the Plan is current and in conformance with the State Administrative Manual (SAM, Section 4843-4845) and the Statewide Information Management Manual (SIMM, Sections 5 & 140). The Contractor shall submit the revised Disaster Recovery Plan to the State Project Manager each contract year. The Disaster Recovery Plan is subject to the State Project Manager review and approval in writing.

- The Contractor and State shall annually test the existing Disaster Recovery Plan using a test developed by the Contractor and accepted in writing by the State Project Manager. The Contractor shall submit to the State Project Manager a detailed Disaster Recovery Plan Test Report that describes testing activities, results, and recommendations. This requirement shall be satisfied by the State Project Manager's written approval of the Disaster Recovery Plan Test Report. The Disaster Recovery Plan Test Report shall be included in the Contractor's annual update to the Disaster Recovery Plan.

The Bidder shall comply with all of SOW Requirement #41.

YES _____   **NO** _____

SOW Requirement #42 – Quality Assurance (QA) Plan

The Contractor shall provide to the State Project Manager a QA plan to ensure the integrity of all SFIS application maintenance based on ANSI/IEEE 730-2002 Standard for Quality Assurance Plans, where applicable. This QA process shall allow for the full participation of the SFIS State Project Manager. This document shall be updated annually, or when requested by the State Project Manager. Ongoing QA activities shall include, but are not limited to:

- Ensuring Configuration Management Plan was followed.

- Ensuring Communication Plan was followed.

- Ensuring SFIS policies and procedures were followed.

- Verifying SFIS file transfer system functionality to ensure complete and accurate file transfers.

- Evaluating general and detailed system designs.

- Evaluating and verifying Test Plans, test data and results.

- Evaluating and measuring system performance.

- Evaluating in-line code documentation.

- Use of QA checklists and traceability matrices.

- Cooperation with any 3rd party QA Contractor, including but not limited to providing information and timely responses.

The Quality Assurance Plan shall be submitted to the State by the Contractor during the first contract year and is subject to approval by the State Project Manager in writing.

The Bidder shall comply with all of SOW Requirement #42.

     YES _____   **NO _____**

SOW Requirement #43 – Security Assessment

The Contractor shall prepare a detailed description of SFIS security as specified below. This document shall be updated annually, or when requested by the State Project Manager:

- For Security Administration, define, discuss, document, and recommend the use of:
  - o Audit and accountability trails in the system;
  - o System integrity controls and reports; and
  - o System reports of errors, failures, attempted violations.

- Prepare summary listings of sensitive function and data showing the levels of protection that are present, and recommended if not already part of SFIS (e.g., physical site protection, terminal locks, encryption for transmission and/or data storage). All recommendations shall be consistent with ISO/IEC 17799:2005 Information technology - Security techniques - Code of practice for information security management.

- Describe interfaces or dependencies on other software and discuss security aspects.

- Classify data elements to level of sensitivity.

- Describe any security breaches or incidents that occurred during the previous year and protective measures taken.

The Security Assessment shall be provided to the State Project Manager by the Contractor during the first contract year and implemented by Contractor subject to the State Project Manager's review and approval of the Security Assessment in writing.

The Bidder shall comply with all of SOW Requirement #43.

       YES _____   **NO** _____

SOW Requirement #44 – Revision, Production, and Distribution of SFIS Brochures

CDSS shall revise the SFIS Brochure (described in Section III, Current System, Subsection L, Documentation and Reports, Brochures and Other Materials) at least once every contract year. The revised SFIS Brochure shall be provided to the Contractor by the State Project Manager during the first contract year. The Contractor shall produce the revised SFIS Brochure subject to the State Project Manager's review, and approval in writing.

The Contractor shall produce and distribute as many as two million (2,000,000) SFIS Brochures in up to twenty (20) different languages specified by the State throughout each contract year.

The Bidder shall comply with all of SOW Requirement #44.

       YES _____   **NO** _____

I.   **HELP DESK REQUIREMENTS**

SOW Requirement #45 – Help Desk – Average Calls Answered

Help Desk staff shall answer ninety-five percent (95%) of all calls within the first two (2) minutes, on average, made to the Help Desk on a weekly basis. The number of Calls made, the number of Calls answered, the Answer Rate (Listed as a Percentage), and type of Call (e.g. CIN) shall be reported each month to the State Project Manager for the previous month, by the Contractor. The report shall be produced with Microsoft Excel.

The Bidder shall comply with all of SOW Requirement #45.

   YES _____   **NO _____**

J.   MISCELLANEOUS REQUIREMENTS

SOW Requirement #46 – Project Management Tool Selection

The Contractor shall use the standard word-processing, relational database management system, project management, spreadsheet, and other COTS products used by the State (Microsoft Word, Microsoft Access, Microsoft Project, and Microsoft Excel) at the version levels specified by the State, in the preparation of all project correspondence and deliverables.

The Bidder shall comply with all of SOW Requirement #46.

YES _____   **NO** _____

SOW Requirement #47 – Training for COTS

The Contractor shall provide its own staff with training on all COTS software that the Contractor uses in performance of this Contract. This training shall be performed by the software manufacturer, an authorized third party, or by a State approved computer based training program.

The State reserves the right to obtain training at no additional charge from the Contractor on all COTS software that the Contractor proposes and uses throughout the life of the contract. Required training shall consist of all software functionality currently being used by the Contractor. Training shall be for no more than four (4) State staff members. The State reserves the right to choose the vehicles used for delivery of this training. Contractor staff may act as the trainer with State approval.

The Bidder shall comply with all of SOW Requirement #47.

YES _____   **NO** _____

SOW Requirement #48 – Cooperation with Independent Verification & Validation (IV & V) QA Contractor

The State Project Manager may utilize an IV & V Contractor. While detailed tasks for the IV & V contractors' responsibilities have not been determined, they will probably include, published standards (e.g., ANSI/IEEE Standard 1012-2004), additional measures will be used to increase system integrity and consistency, as well as demonstrate satisfactory project progress to the ultimate customers of the system. These measures may include:

- Review and evaluation of all deliverables for compliance with contractual obligations, consistency, and completeness.

- Conduct formal technical reviews for major project milestones such as preliminary and final changes, etc.

- Review of all project-related standards (e.g., configuration management plan, quality assurance plan, etc.).

- Review/monitoring/evaluation of processes such as design/walkthrough sessions, training, business process re-engineering, contractor project management resource and cost controls, and software development testing (preparation and conduct).

- Review and monitoring of acceptance testing.

- Assessment of task and schedule validity.

The Bidder shall comply with all of SOW Requirement #48.

YES _____   **NO** _____

SOW Requirement #49 – Expiration of the Contract

For the purposes of this requirement, expiration of the contract is defined as the full term of the contract being reached.

Commencing six (6) months before the SFIS contract expires; the Contractor shall provide the SFIS technical and managerial support as documented in the Transfer Plan deliverable. A definition of the Transfer Plan may be found in Section III, Current System; Subsection L, Documentation and Reports. The contractor shall assist the State in implementing the SFIS Transfer Plan, which provides for a phase-in transfer of SFIS to the State or its designee without disruption of service. Tasks defined in the Transfer Plan and performed by the Contractor or its Subcontractors shall be at no additional cost to the State.

The contractor shall work with the State Project Manger to accomplish all tasks associated with the SFIS Transfer Plan. In addition to the tasks described in the Transfer Plan, the Contractor shall be responsible for:

- Pending Actions Completion – Ensure all open issues and project obligations are completed.

- Contract Lessons Learned – Conduct a lessons learned session to capture suggestions for improvement and validate what went well and what did not go well.

- Documentation – Provide current System documentation, current source programs, executables, and data files in such format and on such media as may be requested by the State Project Manager.

- Asset Disposition – Transfer project assets to the State or the State's designee, as required. Coordinate disposition of furniture, equipment, and other assets, as necessary. Coordinate facilities departure.

The Bidder shall comply with all of SOW Requirement #49.

YES _____   NO _____

SOW Requirement #50 – Termination of the Contract

For the purposes of this requirement, termination of the contract is defined as SFIS being terminated prior to the full term of the contract being reached. For example, SFIS could be terminated if not funded by the California Legislature. Tasks performed by the Contractor may occur before or after SFIS termination.

Upon termination, the Contractor shall provide the SFIS Project Manager with the support necessary to terminate the delivery of SFIS products and services. This support shall include preparation of a Termination Plan by the Contractor that includes the following elements:

- Tasks with task definitions, task durations, task dependencies, and responsible staff member; which may be either Contractor, Subcontractor, or State personnel.

- Pending Actions Completion – Ensure all open issues and project obligations are completed. Describe when Contractor and Subcontractor staff may be released and which staff shall remain through the termination period.

- Contract Lessons Learned – Conduct a lessons learned session to capture suggestions for improvement and validate what went well and what did not go well.

- Documentation – Provide current System documentation, current source programs, executables, and data files in such format and on such media as may be requested by the State Project Manager.

- Records Management – With State Project Manager written approval, determine which documents and records are to be archived and which may be destroyed. The determination shall be in conformance with the State Administrative Manual (SAM, Chapter 1600 – 1695). Assist the State to ensure all project and contract data has been archived, destroyed, or otherwise disposed of in accordance with SAM requirements. Provide the

> State Project Manager with a report describing data archival and destruction issues, problems, and recommendations.

- Asset Disposition – Transfer project assets to the State, as required. Coordinate disposition of furniture, equipment, and other assets, as necessary. Coordinate facilities departure.

The Termination Plan shall be accepted in writing by the State Project Manager. Tasks defined in the Termination Plan and performed by the Contractor or its Subcontractors shall be at no additional cost to the State.

Completion of the SFIS Termination Period and its related tasks and activities shall be determined by the State Project Manager.

The Bidder shall comply with all of SOW Requirement #50.

> YES _____   NO _____

SOW Requirement #51 – Hours of Operation

The Contractor shall operate all online SFIS components during Scheduled Operational Hours. Scheduled Operational Hours are defined as 7 am to 7 pm Pacific Time on all days except designated State holidays. Designated State Holidays are: New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. The State reserves the right to waive or modify this requirement by providing written notice to the contractor.

The Bidder shall comply with all of SOW Requirement #51.

> YES _____   NO _____

SOW Requirement #52 – Equipment, Services, and Staff to Maintain and Operate SFIS as Described in RFP Section III; Current System, Section V; Administrative Requirements, and this Statement of Work

The Contractor shall provide SFIS processes, products, and services as described in RFP Section III, Current System; Section V, Administrative Requirements; and this Statement of Work. SFIS includes the SFIS application and the AFIS fingerprint matching subsystem. The Contractor shall use the Printrak AFIS software/hardware and software that Printrak requires to operate properly with SFIS.

The State Project Manager is responsible for the management of all maintenance related services for the SFIS application with actual performance of activities completed by Contractor staff.

The Bidder agrees that it shall provide the products and services as described in Section III, Current System, as clarified and modified in Section V, Administrative Requirements; and this Statement of Work.

YES _____   **NO** _____